



Virtual Care Manager

Version 2.3

User Guide

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Office of Connected Care

User Guide

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1. Overview

Virtual Care Manager enables clinicians to *create*, *view*, and *join* video visits. With Virtual Care Manager, it is easy to invite Veterans' family or caregivers, as well as additional VA staff, to video visits.

2. Settings

Select the **Settings** button with the gear icon on the right side of the toolbar, to see the drop-down menu for Preferences, Help and information About VCM.

2.1 Preferences

Customize your user experience by selecting **Preferences** from the Settings drop-down menu.

The screenshot displays the Virtual Care Manager interface. At the top, the header includes 'Virtual Care Manager', 'External Apps', 'Settings' (with a gear icon), and 'Logout'. Below the header, the 'My Workspace' section shows 'Patient Care'. A dropdown menu is open from the 'Settings' button, listing 'Preferences', 'Help', and 'About VCM'. The main content area is titled 'Schedule' and includes a 'DATE RANGE' section with 'From' and 'To' date pickers set to 06/16/2020, an 'Update' button, and a 'Create Video Visit' button. Below this, there are sections for 'MY EMAIL PREFERENCES' (with checkboxes for provider1@va.gov and provider2@va.gov) and 'CLINICS' (with checkboxes for BONDE CLINIC, CCHT INIT ASSESS/ORIENT/ED, CLINICAL PHARMACIST, and BECKMAN GI CLINIC). At the bottom, it shows 'Showing 06/16/2020 - 06/16/2020' with a refresh icon and the message 'No results found'.

2.1.1 Contact Info & Colleagues

The information on the Contact Info & Colleagues tab is used for creating and managing virtual video appointments.

New users will need to enter contact information for the first time. Returning or existing users will have some information already included. That information should be verified to take advantage of new information options available in the current version of VCM has been captured.

1. Add or verify your contact information in the **Contact Info** section.

2. Select the **Add Colleague** button to easily add up to five other healthcare providers with whom you most frequently collaborate to easily include them in Video Visits.

The screenshot shows the 'PREFERENCES' dialog box with the 'Contact Info & Colleagues' tab selected. The 'CONTACT INFO' section contains fields for 'Primary Email Address (VA):' (provider1@va.gov), 'Additional Email Address:' (smith@example.gov), 'Mobile Phone:' ((000) 000-0000), 'Work Phone:' ((999) 999-9999), and 'Ext:' (9999). The 'COLLEAGUES' section has a note 'Select up to 5 colleagues you most often include on patient interactions.' and an 'Add Colleague' button. Below is a 'Colleague List' with one entry: 'Name: Two Provider'. At the bottom are 'Cancel' and 'Save & Close' buttons.

2.1.2 Notifications

Use the Notifications tab to set preferences for how you are notified or reminded about upcoming video appointments.

Note: You can opt out of receiving notifications by choosing the **No** radio-button, but all new appointments will result in an initial email notification, confirming the appointment creation.

The screenshot shows the 'PREFERENCES' dialog box with the 'Notifications' tab selected. The 'EMAIL NOTIFICATIONS FOR VIDEO APPOINTMENTS' section has a note: 'Select the frequency of email notifications you would like to receive for video appointment. The preferences change will only affect newly created appointments. Note: You will always receive an email notification when the appointment is created.' Below is a section 'Send me email notifications on upcoming video appointments:' with radio buttons for 'No' and 'Yes' (selected). Under 'Yes', there are checkboxes for 'Day Of' and '5 minutes before appointment', both of which are checked. A note states 'Email will be sent to your Primary Email Address (VA):'. Below this are fields for 'Primary Email Address (VA):' (provider1@va.gov) and 'Time Zone:' (Pacific). A dropdown menu for 'Time Zone' is open, showing options: '- Select -', 'Eastern', 'Central', 'Mountain', 'Mountain/Phoenix', 'Pacific' (highlighted), 'Alaskan', and 'Hawaiian'. At the bottom right is a 'Save & Close' button.

2.1.3 Clinics for Schedules

The Clinics for Schedules tab allows you to link your user information profile with the profiles of up to ten of the healthcare provider clinics you communicate with most frequently.

PREFERENCES

Contact Info & Colleagues Notifications **Clinics for Schedules**

CLINICS FOR SCHEDULES * Required Field

Select up to 10 clinics you most often include on patient interactions.

Add Clinic

clinic

- BECKMAN GI CLINIC
- BEVHEARING AID CLINIC FTC
- BONDE CLINIC
- BROOMFIELD REMINDER CLINIC
- BROOMFIELD WOMENS CLINIC
- BRUSH CLINIC
- CHEYENNE EYE CLINIC
- CLINICAL PHARMACIST
- CSHRPE1 CLINIC
- CSHRPE2 CLINIC
- CSHRPE3 CLINIC

Cancel Save & Close

1. Select the **Add Clinic** button to reveal the search field. Begin typing and a drop-down selection list will populate using that criteria.
2. Scroll to search through the results and make a choice or enter more characters to refine the options available. Choose the healthcare clinic from the list to add it to the tab.

PREFERENCES

Contact Info & Colleagues Notifications **Clinics for Schedules**

CLINICS FOR SCHEDULES * Required Field

Select up to 10 clinics you most often include on patient interactions.

Add Clinic

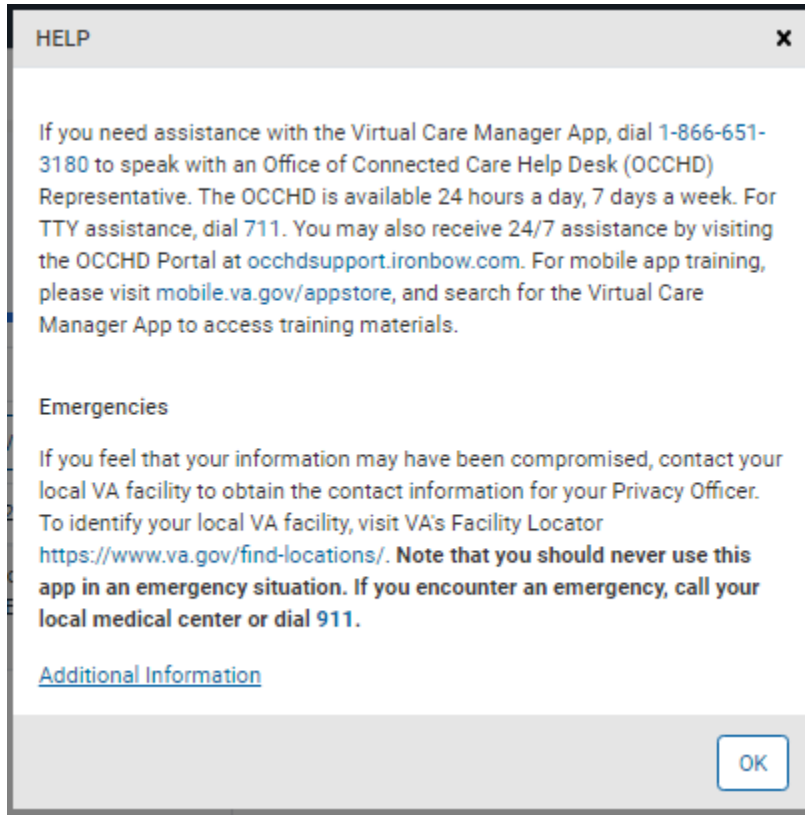
Clinic List:

- CLINICAL PHARMACIST
- BECKMAN GI CLINIC

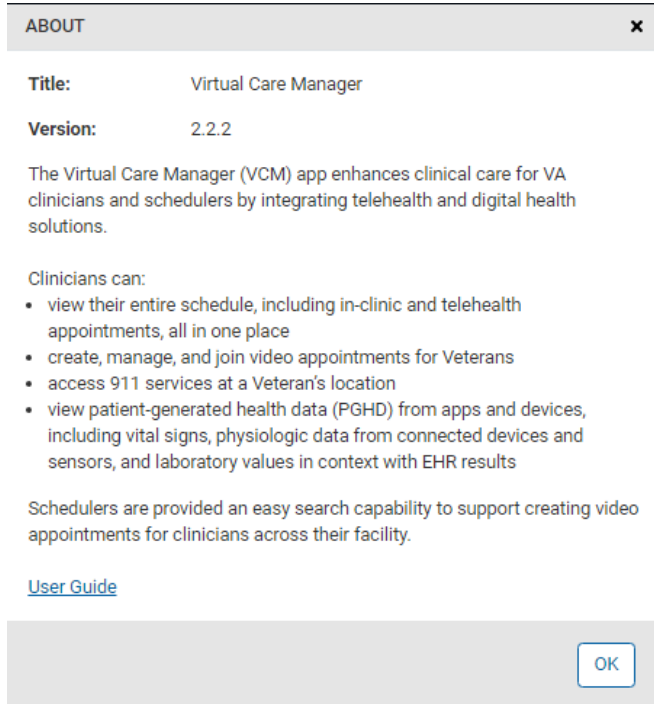
Cancel Save & Close

3. Choose additional clinics if needed.
4. Quickly revise your list of added clinics by selecting the “X” on the right side of the clinic name to remove it.

2.2 Help



2.3 About VCM



3. External Apps

Select External Apps to launch other VA applications from Virtual Care Manager. These applications will open in a separate browser tab or window. In VCM 2.1 the applications available are Annie and Image Viewing.

Virtual Care Manager

External Apps Settings Logout

My Workspace Patient Care

Annie

Image Viewing Feedback

Schedule Hide Filter

DATE RANGE

From 06/16/2020 To 06/16/2020 Update

MY EMAIL PREFERENCES Edit

☒ provider1@va.go

☒ provider2@va.go

CLINICS Edit

☒ BONDE CLINIC

☒ CCHT INIT ASSESS/ORIENT/ED

☒ CLINICAL PHARMACIST

☒ BECKMAN GI CLINIC

Create Video Visit

Showing 06/16/2020 - 06/16/2020 Last update 22:13

No results found

4. Feedback UI

Feedback UI button is available just below the header bar in VCM from both My Workspace and Patient Care. The link to the Feedback UI application gives users an opportunity to provide comments about VCM. Selecting the Feedback UI button causes the Feedback UI application to open in a new tab or window.

Virtual Care Manager

External Apps Settings Logout

My Workspace Patient Care

Feedback

VA Mobile
Application Feedback Form

Please take a moment to give us your feedback. Your responses will be **anonymous** and help us to improve our service to you.

How likely are you to recommend this application to someone else? (*required)

- Select -

Comment title (max 32 characters)

Comments (max 4000 characters)

Submit Cancel

5. Patient Care Tab

This tab is the Patient Care area of VCM, which provides information related to the selected patient.

Note: To create an appointment for a patient, they must be in the current VistA. Otherwise, refer to Section 4.1.2 *Create New Video Visit for a Single Veteran (Email Only)*.

5.1 Patient Search – Select Patient

Patient searches are supported by three categories, or filters, for focusing the search criteria:

- **Name**
- **Clinic**
- **Ward**

5.1.1 Patient Name Search

The default view on the Name search screen displays the most recent patients in a list on the right.

Virtual Care Manager External Apps Settings Logout

My Workspace **Patient Care** Feedback

Select Patient

SELECT BY

Name Clinic Ward

vet

Search patient by name or SSN (e.g. Smith, John or S1234)

Clear Search

SEARCH RESULTS

Filter results by keyword

Filters only applied to displayed results.

Showing 1-16 of 16 results

Patient Name

| | |
|----------------|---|
| VETERAN, TWO | + |
| VETERAN, THREE | + |
| VETERAN, ONE | - |

Last Name: VETERAN Gender: M
 First Name: ONE Location: Not Currently Admitted
 Date of Birth: 01/01/1900 SSN: 000-00-0000
 Age: 48

Select VETERAN, ONE

1

To search for a patient by name:

1. Begin typing all or part of the **patient's last name** or **Social Security Number (SSN)** (SSN search with or without dashes, OR the "Last Init + SSN Last 4" (e.g., S1234)) in the search field. Results will appear on the right side of the screen, generated by the characters typed in the search field. Enter more characters to narrow the search results.
2. Scroll through the results to find the name, expand the record to confirm the identified patient by selecting the "+", or "**plus-sign**" to the right of their name.
3. Confirm by using the **Select** button with their name.

5.1.2 Clinic Search

The default view on the Clinic search screen displays the most recent clinics in a list on the left. Clinic Search is not available for future dates. To search for a patient in Clinic, the date range must be on or earlier than the current date.

The screenshot displays the 'Virtual Care Manager' interface. At the top, there's a dark blue header with 'Virtual Care Manager' on the left, and 'Settings' and 'Logout' on the right. Below this, a light blue bar contains 'My Workspace' and 'Patient Care'. The main area is titled 'Select Patient'. On the left, under 'SELECT BY', there are buttons for 'Name', 'Clinic' (which is selected), and 'Ward'. Below this is an 'Appointment Date' section with 'From' and 'To' date pickers, both set to '03/29/2020'. A 'Search Clinics' section shows a search bar with 'CHY AUDIOLOGY' and a magnifying glass icon. Below the search bar is a list of clinics: 'PREFERRED CLINICS' (CLINICAL PHARMACIST, BECKMAN GI CLINIC) and 'RECENT CLINICS (LAST 5)' (BEVHEARING AID CLINIC FTC, BASE PRE/POST-OP ANESTHESIA, ASBESTOS PHYSICALS, BECKMAN GI CLINIC, CHY AUDIOLOGY). On the right, the text 'CHY AUDIOLOGY SEARCH RESULTS' is followed by 'No Results Found'.

To search for a patient by Clinic:

1. Begin typing the **clinic name**. Results will appear on the right side of the screen, generated by your search criteria.
2. Scroll through the results to find the patient name, expand the record to confirm the identified patient by selecting the “+”, or “**plus-sign**” to the right of their name.
3. Confirm by using the **Select** button with their name.

5.1.3 Ward Search

The default view on the Ward search screen displays the most recent wards in a list on the left.

To search for a patient by Ward:

1. Begin typing the **ward name**. Results will appear on the right side of the screen, generated by your search criteria.
2. Scroll through the results to find the patient name, expand the record to confirm the identified patient by selecting the “+”, or “**plus-sign**” to the right of their name.
3. Confirm by using the **Select** button with their name.

Once a patient is found in the search results and they are selected, details for the patient in context will display in a banner at the top of the screen, with quick-access buttons for additional information and messaging.

4. Revert to the Patient Search screen by choosing the **Select New Patient** button on the right side of the details banner.

5.2 Appointments

5.2.1 Upcoming Appointments

Scheduled appointments for a patient can be viewed within their Appointments tab. Appointments displayed include TeleHealth, Traditional (In Person), and Telephone.

If the appointment is TeleHealth, a video camera icon displays in the list view. If the Clinic name contains “Phone” or “Telephone”, a telephone icon displays. Traditional non-telephone appointments do not have an icon.

5.2.1.1 Appointment Filter

Expand or minimize the date range Filter using the **From** and **To** fields, and then select the **Update** button for the modified results to appear. A three-month default range will appear automatically. Select an **appointment** from the results to view the Appointment Details.

Virtual Care Manager | External Apps | Settings | Logout

My Workspace | **Patient Care** | Feedback

VETERAN, ONE
 DOB: 01/01/1900 | AGE/GENDER: 54/M | SSN: 000-00-0000 | [Video Icon]

Select New Patient

Appointments

Showing 11/01/2020 - 02/28/2021

| Date | Time | Clinic Name | Provider | Icon |
|------------|----------|-------------------|-------------|------------------|
| 11/19/2020 | Thu 1522 | CHEYENNE VAMC | VA Provider | [Video Icon] |
| 11/20/2020 | Fri 1300 | RX TELEPHONE | | [Telephone Icon] |
| 11/20/2020 | Fri 1400 | TELEPHONE DENTAL | | [Telephone Icon] |
| 11/26/2020 | Thu 1000 | LVLND SOCIAL WORK | | |
| 12/03/2020 | Thu 1000 | LVLND SOCIAL WORK | | |
| 12/07/2020 | Mon 1000 | CHEYENNE VAMC | VA Provider | [Video Icon] |
| 12/07/2020 | Mon 1000 | CHY PC CASSIDY | | |

Video Visit Details

VETERAN, ONE

APPOINTMENT DETAILS

Date: Friday, November 20, 2020, 1100 MST
 Facility: RX TELEPHONE
 Clinic: RX TELEPHONE
 Provider: 10 minutes
 Appt Type: Telephone [Telephone Icon]

PATIENT CONTACT INFORMATION

Phone Number: (000) 000-0000
 Email: veteran1@email.ooo
 Time Zone:

COMMENT

5.2.1.2 Patient Participant Badge

If a patient has had a Video Visit within the past 2 years, a badge displays with the patient information at the top of the page.

5.2.1.3 Appointment Details View

In the Appointment Details, there are appointment management buttons for TeleHealth appointments, such as a Resend Notification button for updates to appointments, a Start button for Video Visits, and a Cancel Appointment button. Traditional and Telephone appointments cannot be managed from VCM.

Video Visit Details

VETERAN, ONE

APPOINTMENT DETAILS

Date:

Tuesday, March 31, 2020 at 1215 EST

Facility:

CHEYENNE VAMC

Clinic:

Provider:

VA Provider

Duration:

20 minutes

Appt Type:

Telehealth Video to Home

Veteran Invited

Guest(s):

VA Invited Guest(s):

guest1@email.ooo

Other VA Staff:

provider2@va.gov

Patient Invited:

Yes

PATIENT CONTACT INFORMATION

Phone Number:

(888) 888-8888

Email:

veteran1@email.ooo

Resend Notification

COMMENT

This is a test comment.

INSTRUCTIONS TO PATIENT

None

Cancel Appointment

Start Video Visit

5.2.1.4 Start a Video Visit

To initiate a video visit, select the **Start Video Visit** button. This will direct you to the VVC application (Web or iOS, depending on your device type).

5.2.1.5 Cancel Appointment

Note: Cancellation is not available for clinic-based and store-and-forward appointments

- While on the details screen for an appointment, select the **Cancel Appointment** button at the bottom of the screen.
- A confirmation modal will appear, giving you the opportunity to stop the cancellation before proceeding. Select the **Yes, Continue** button to proceed.

CANCEL APPOINTMENT

Confirm Cancel will cancel this appointment and a notification will be sent to all participants.

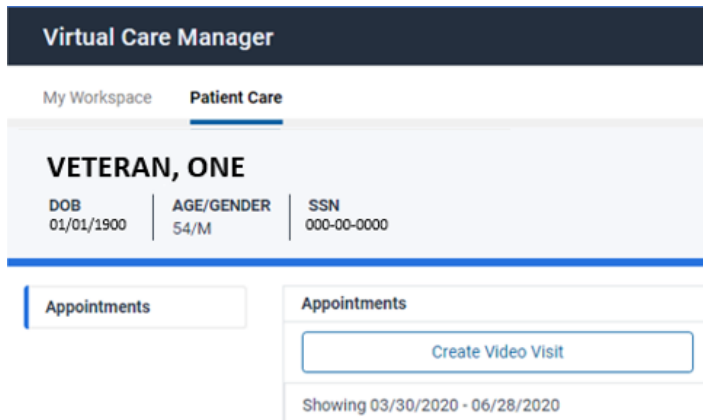
Do you want to cancel this appointment?

No, Return

Yes, Cancel

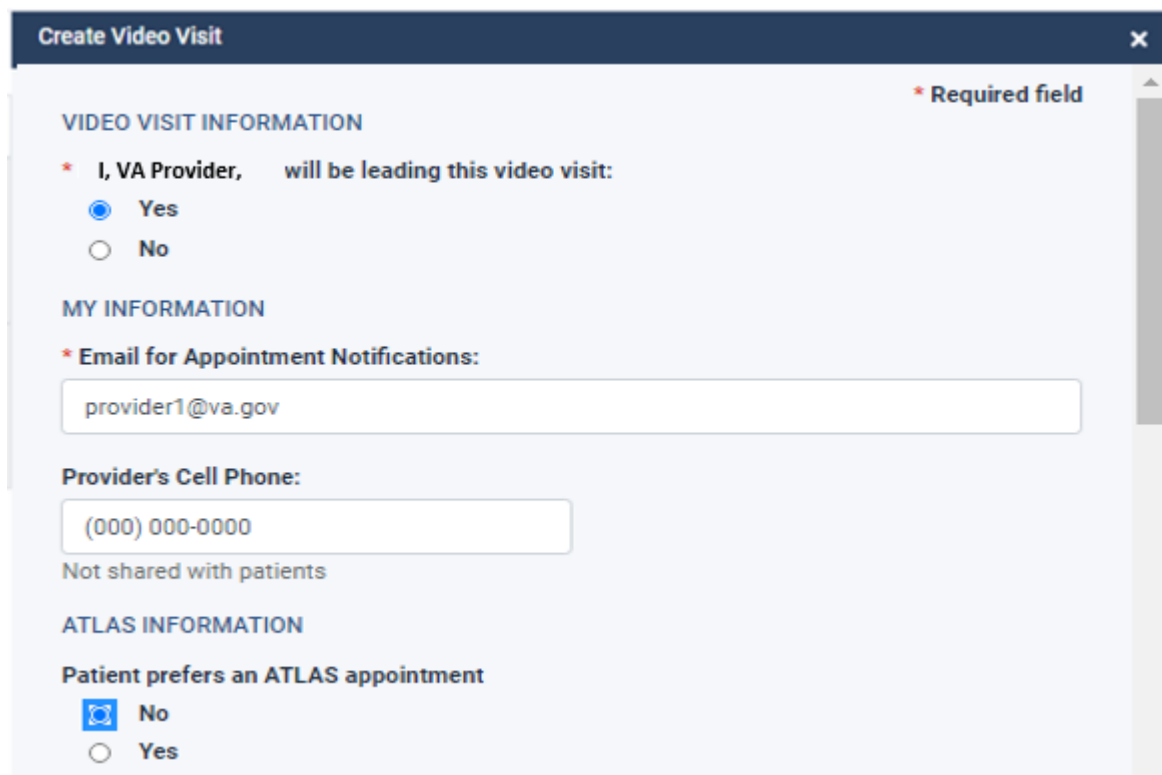
5.2.2 Create New Video Visit

1. On the Patient information screen, select the **Create Video Visit** button to schedule a new Video Visit.



The screenshot shows the 'Virtual Care Manager' interface. At the top, there are tabs for 'My Workspace' and 'Patient Care'. Below the tabs, the patient's name 'VETERAN, ONE' is displayed. To the right of the name are three fields: 'DOB' with the value '01/01/1900', 'AGE/GENDER' with the value '54/M', and 'SSN' with the value '000-00-0000'. Below this information, there is a section titled 'Appointments' with a button labeled 'Create Video Visit'. At the bottom of the appointments section, it says 'Showing 03/30/2020 - 06/28/2020'.

2. Indicate who is creating the appointment. The visit information form will default to the **Yes** radio-button, meaning the appointment is for you, the provider.



The screenshot shows the 'Create Video Visit' form. At the top, there is a title bar with the text 'Create Video Visit' and a close button. Below the title bar, there is a section titled 'VIDEO VISIT INFORMATION' with a red asterisk and the text '* Required field'. Under this section, there is a question: '* I, VA Provider, will be leading this video visit:'. There are two radio buttons: 'Yes' (selected) and 'No'. Below this, there is a section titled 'MY INFORMATION'. Under this section, there is a question: '* Email for Appointment Notifications:'. There is a text input field with the value 'provider1@va.gov'. Below this, there is a question: 'Provider's Cell Phone:'. There is a text input field with the value '(000) 000-0000'. Below this, there is a text label: 'Not shared with patients'. Below this, there is a section titled 'ATLAS INFORMATION'. Under this section, there is a question: 'Patient prefers an ATLAS appointment'. There are two radio buttons: 'No' (selected) and 'Yes'.

Note: If you are not the provider, you will choose **No** to create the appointment for someone else. Follow **Steps a-d** in this section to create an appointment for a single participant, on behalf of someone else.

- *Create a New Video Visit for Others*

Create Video Visit [X]

VIDEO VISIT INFORMATION * Required field

* I, **VA Provider**, will be leading this video visit:

☐ Yes

☒ No

PROVIDER'S INFORMATION (VA staff appointment is scheduled for)

Search:

Smith, John

* **First Name:**

* **Last Name:**

* **Email for Appointment Notifications:**

Provider's Cell Phone for Text Reminders:

- a) Type in the search field and a drop-down will populate based on the characters entered.

Create Video Visit [X]

VIDEO VISIT INFORMATION * Required field

* **Select type of Video Visit:**

☒ Single Veteran

☐ Group

* I, **VA Provider**, will be leading this video visit:

☐ Yes

☒ No

PROVIDER'S INFORMATION (VA staff appointment is scheduled for)

Search:

test

Providertest,One - Physician

Provider,One - Test Lab

* **Last Name:**

- b) If the characters entered include a typo or for any other reason do not match a name in the system, an error note will appear in the drop-down; adjust as needed to find the correct name.

- c) Choose the name from the list and it will be added to the appointment as the care provider.
- d) If the name is not found, enter the First Name, Last Name and Email address for the care provider manually.
- e) **At this time, continue to one of the following sections** to complete creation of the new appointment:

- If you are creating a Video Visit for one participant, continue to **Step 3** and the following steps in this section, to complete creation of the appointment.
- If you are creating a Video Visit for a Single Veteran (Email Only), return to **Step 5** in *Section 6.1.2 Create New Video Visit for a Single Veteran (Email Only)*, to complete creation of the appointment.
- If you are creating a Group Video Visit, return to **Step 5** in *Section 6.1.3 Create New Group Video Visit*, to complete creation of the appointment.

Virtual Care Manager Settings Logout

My Workspace **Patient Care**

VETERAN, ONE

DOB: 01/01/1900 | AGE/GENDER: 54/M | SSN: 000-00-0000 | [Select New Patient](#)

Appointments

Appointments [Create Video Visit](#) [Show Filter](#)

Showing 03/30/2020 - 06/28/2020

| Date | Type | Facility | Clinic |
|------------------------|--------------------------|---------------|---------|
| 03/31/2020 Tue 1215 | Telehealth Video to Home | CHEYENNE VAMC | Clinic: |
| 04/01/2020 Wed 1500 | Telehealth Group Video | CHEYENNE VAMC | Clinic: |

Create Video Visit

VIDEO VISIT INFORMATION

* I, VA Provider, will be leading this video visit:

☒ Yes
☐ No

MY INFORMATION

* Email for Appointment Notifications:

provider1@va.gov

Provider's Cell Phone:

(000) 000-0000

Not shared with patients

ATLAS INFORMATION

Patient prefers an ATLAS appointment

☒ No
☐ Yes

[Cancel](#) [Create Video Visit](#)

3. Add or verify your contact information.
4. Indicate whether it will be an ATLAS appointment. The option will default to **No**.
5. Set the date, time, and duration of the appointment.

Create Video Visit

APPOINTMENT DATE & TIME

* Date:

03/29/2020

* Time (MST):

22

:

00

* Duration:

20 minutes

MEETING PARTICIPANTS

* Enter an email for each person to invite - at least one is required

Patient

☒ Invite Patient

* Email:

veteran1@email.ooo

Edit Email

Cancel

Create Video Visit

- Once all required appointment details have been added, select the **Create Video Visit** button to complete scheduling.
- A confirmation modal will appear, displaying the appointment details.

APPOINTMENT SCHEDULED

The following Video Visit has been booked.

Date:

11/15/2019 at 1000 EST

Facility / Clinic:

Bay Pines VA Healthcare System

Duration of Appointment:

20 minutes

A confirmation email has been sent to the following:

Provider:

✓ provider1@va.gov

Patient(s):

✓ veteran1@email.ooo

VA Invited Guest(s):

✓ guest1@email.ooo

✓ guest2@email.ooo

✓ guest3@email.ooo

✓ guest4@email.ooo

VA Staff:

✓ provider2@va.gov

✓ provider3@va.gov

Video Visit Instructions:

The Video Visit can be started from the email or from the patients' appointment list.

OK

5.2.3 Create New ATLAS Appointment

1. On the Patient information screen, select the **Create New Appointment** button to schedule a new Video Visit.
2. Indicate who is creating the appointment. The visit information form will default to the **Yes** radio-button, meaning the appointment is for you, the provider. If you are not the provider, you will choose the **No** radio-button to create the appointment for someone else.
3. Indicate it will be an ATLAS appointment by choosing the **Yes** radio-button. The system will default to the **No** radio-button.

Create Video Visit [Close]

ATLAS INFORMATION

Patient prefers an ATLAS appointment

☐ No
☒ Yes

* Veteran Zip Code: Distance (mi):

Showing 1-7 of 7 results

| Location Name | Distance | Actions |
|---|----------|---------------------------------------|
| ATLAS Site 1 123 Main Street, Anywhere VA 22222 | 0.37 mi | <input type="button" value="Select"/> |
| ATLAS Site2 456 Main Street, Anywhere NC 33333 | 3.23 mi | <input type="button" value="Select"/> |
| ATLAS Site 3 789 Main Street, Anywhere VT 44444 | 6.16 mi | <input type="button" value="Select"/> |

4. Identify the zip code and desired mileage range, to generate a list of providers available in the surrounding area. Select the desired location for the appointment.
5. Select a date to generate a list of ATLAS Site appointment start-times for available half-hour timeslots.

Create Video Visit

Selected Location:

ATLAS Site 1
123 Main Street, Anywhere VA 22222

ATLAS site time zone is: Eastern

Date:
03/30/2020

Update Availability

* Select ATLAS Site Time/Duration or Select Another Date from Calendar.

March

April

04/01/2020 (2)

04/02/2020 (2)

08:30 (30 min)

08:30 (30 min)

04/04/2020 (2)

04/05/2020 (2)

04/06/2020 (2)

04/07/2020 (2)

04/08/2020 (2)

04/09/2020 (2)

Cancel

Create Video Visit

Note: If the timeslots shown for a specific date do not meet the requirements of the patient or provider, simply choose a different date, and select the **Update Availability** button to generate a fresh list of timeslot choices.

6. Choose the desired date, and verify it appears as intended.

Create Video Visit

20151

25

Search

Selected Location:

ATLAS Site 1

123 Main Street, Anywhere VA 22222

ATLAS site time zone is: Eastern

Date:

03/30/2020

Update Availability

Select Appointment Date & Time:

Date: 04/02/2020

Time: 08:30

Duration: 30 min

7. Select the Create Video Visit button, then confirm creation of the appointment when prompted by selecting the Yes, Create button.

CREATE APPOINTMENT - ATLAS

Do you want to create an ATLAS appointment for:

Date: Thursday 04/02/2020

Time: 0830 EST

Duration: 30 min

Site Name: ATLAS Site 1

Site Address: 123 Main Street, Anywhere VA 22222

No

Yes, Create

APPOINTMENT SCHEDULED ✕

The following Video Visit has been booked.

Date:
04/02/2020 at 0630 MST

Facility / Clinic:
CHEYENNE VAMC

Duration of Appointment:
30 minutes

A confirmation email has been sent to the following:

Provider:
✓ provider1@va.gov

Patient(s):
✓ veteran1@email.ooo

Video Visit Instructions:
The Video Visit can be started from the email or from the patients' appointment list.

OK

5.2.4 Resend Video Appointment Information

To resend an invitation or to adjust the email associated with a video visit appointment:

1. Access the Appointment Details view for a patient. (see Section 3.2.1 *Upcoming Appointments* for more information about navigating to the screen)

Video Visit Details

VETERAN, ONE

APPOINTMENT DETAILS

Date:

Tuesday, March 31, 2020 at 1215 EST

Facility:

CHEYENNE VAMC

Clinic:

Provider:

VA Provider

Duration:

20 minutes

Appt Type:

Telehealth Video to Home

Veteran Invited

Guest(s):

VA Invited Guest(s):

guest1@email.ooo

Other VA Staff:

provider2@va.gov

Patient Invited:

Yes

PATIENT CONTACT INFORMATION

Phone Number:

(888) 888-8888

Email:

veteran1@email.ooo

Resend Notification

COMMENT

This is a test comment.

INSTRUCTIONS TO PATIENT

None

Cancel Appointment

Start Video Visit

2. Select the **Resend Invite/Edit Email** button for the Resend Video Appointment Information modal to appear.

RESEND VIDEO APPOINTMENT INFORMATION

SELECTED PARTICIPANT TO RESEND NOTIFICATION

VETERAN, ONE

Edit Email

veteran1@email.ooo

Cancel

Send

3. Verify the email displayed, and revise it as needed by selecting the **Edit Email** button.

Note: Any saved modifications to the email will result in the generation of a new video visit access link. The new link ensures only the intended recipient has access to the appointment.

RESEND VIDEO APPOINTMENT INFORMATION

SELECTED PARTICIPANT TO RESEND NOTIFICATION

VETERAN, ONE
veteran1@email.ooo

Enter new email for this appointment:

veteran1AltEmail@email.ooo

☒ Update email of record for future Video Visits

Cancel

Send

- On the email editing screen, verify whether the updated email should become the default record for all future Video Visits.
- Select the **Send** button once the contact information is complete.

5.2.5 Guests

When creating a Video Visit for a single Veteran, Guests can be invited to participate. The Guest email is required. First and Last Name are optional. Invited Guests will receive an email Notification of the Video Visit Notification and will join the Video Visit in a Guest role. Up to 5 Guests can be invited.

Guest(s)

Add Guest

Guest(s)

Guest #1

Email:

smith@example.com

First Name:

Last Name:

Add Additional Guest

5.2.6 VA Staff

When creating a Video Visit for a single Veteran or a Group, additional VA Staff can be invited to participate. Additional VA Staff will receive an email Notification and will join the Video Visit in a Host role. Up to 5 Additional VA Staff can be invited.

The screenshot shows two panels of the 'VA Staff' section. The top panel has a header 'VA Staff' and a button 'Add Additional VA Staff'. The bottom panel also has a header 'VA Staff' and a sub-header 'VA Staff #1'. Below this is an 'Email:' label followed by a text input field containing 'smith@example.com'. To the right of the input field is a close button (an 'x' in a circle). Below the input field is another button 'Add Additional VA Staff'.

5.2.7 Additional Instructions

Additional Instructions are optional and will be included in the email Notification and Reminders to the Veteran. Additional Instructions have been pre-screened for PII/PHI. Options for Additional Instructions include “Video Visit Preparation” and “Medication Review”.

The screenshot shows the 'Create Video Visit' dialog box. At the top is a title bar with 'Create Video Visit' and a close button. Below the title bar is a button 'Add Another VA Staff'. Underneath is a section titled 'Comments - Viewable only by VA Staff' with a text area containing the placeholder 'Enter comments here ...'. Below the text area is a character count '250 characters remaining'. The next section is 'Instructions to Patient' with the question 'Include Additional Instructions for Patient?'. There are two radio buttons: 'No' (unselected) and 'Yes' (selected). Below this is a section titled '* Select Instructions:' with a dropdown menu. The dropdown menu is open, showing three options: '- Select -' (highlighted), 'Video Visit Preparation', and 'Medication Review'. At the bottom of the dialog are two buttons: 'Cancel' and 'Create Video Visit'.

Create Video Visit

Instructions to Patient

Include Additional Instructions for Patient?

☐ No

☒ Yes

* Select Instructions:

Video Visit Preparation

Instructions That Will Be Sent to Patient

The VA is excited to offer you this upcoming appointment using video telehealth. The Virtual Medical Room platform is simple to use and will only require an application download for iPad and iPhone products. All other home devices will NOT require any software/application download. Because we want you to have the best possible video experience, we suggest the following:
Connect to your video appointment from a location that is quiet, private, and well lit.

Cancel

Create Video Visit

6. My Workspace Tab

The My Workspace area of the system provides the full schedule of upcoming appointments for the authenticated user.

6.1 Schedule

This menu option allows the creation and management of appointments for patients not in the current facility's Veterans Information Systems and Technology Architecture (VistA), a single patient in the current VistA facility, as well as group appointments for healthcare treatment of multiple patients at the same time.

6.1.1 Upcoming Schedule

Virtual Care Manager External Apps Settings Logout

My Workspace Patient Care Feedback

Schedule Hide Filter

DATE RANGE

From 08/24/2020 To 08/24/2020 Update

MY EMAIL PREFERENCES Edit

☐ provider1@va.gov

☒ provider2@va.gov

CLINICS Edit

☒ BONDE CLINIC

☒ CCHT INIT ASSESS/ORIENT/ED

☒ CLINICAL PHARMACIST

☒ BECKMAN GI CLINIC

Create Video Visit

Showing 08/24/2020 - 08/24/2020 Last update 17:31

| | | |
|------------------------|--|---|
| 08/24/2020 Mon 1445 | ONE, VETERAN Video to Home CHEYENNE VAMC | > |
| 08/24/2020 Mon 1445 | TWO, VETERAN Video to Home CHEYENNE VAMC | > |
| 08/24/2020 Mon 1445 | Group Video Group CHEYENNE VAMC | > |

6.1.1.1 Schedule Filters

1. Set the date range Filter using the From and To fields, and then select the **Update** button for upcoming scheduled appointments to appear.
2. Narrow the results down further by using My Email Preferences or Clinics filters, by checking or unchecking the checkboxes for each choice, and selecting the **Update** button again to modify the scheduled appointments shown.
3. Select an appointment from the results listed below the search filters, to view the Scheduled Appointment Details modal.

The screenshot displays the Virtual Care Manager interface. At the top, there's a navigation bar with 'Virtual Care Manager' and links for 'External Apps', 'Settings', and 'Logout'. Below this, a 'My Workspace' tab is active, showing a 'Patient Care' section. The main area is the 'Schedule' tab, which includes a 'DATE RANGE' filter set to '08/24/2020' to '08/24/2020'. There are sections for 'MY EMAIL PREFERENCES' and 'CLINICS'. A 'Create Video Visit' button is visible. A list of appointments for '08/24/2020 Mon 1445' is shown, including 'ONE, VETERAN', 'TWO, VETERAN', and 'Group'. A 'Video Visit Details' modal is open, showing appointment details for 'Tuesday, October 27, 2020 at 2045 MST' at 'CHEYENNE VAMC'. The modal includes fields for Date, Facility, Clinic, Provider, Duration, Appt Type, Veteran Invited, Guest(s), VA Invited Guest(s), Other VA Staff, Patient Invited, Patient Contact Information (Phone Number, Email), and a COMMENT section. Buttons for 'Resend Invite', 'Cancel Appointment', and 'Start Video Visit' are present.

6.1.2 Schedule List View

Scheduled appointments for the Provider can be viewed within their Schedule tab. Appointments displayed include TeleHealth, Traditional (In Person), and Telephone.

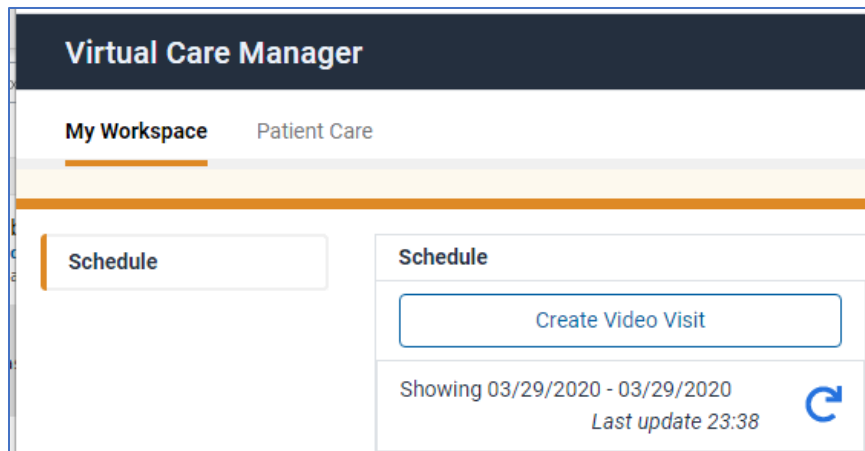
If the appointment is TeleHealth, a video camera icon displays in the list view. If the Clinic name contains "Phone" or "Telephone", a telephone icon displays. Traditional non-telephone appointments do not have an icon.

In the Appointment Details, there are appointment management buttons for TeleHealth appointments, such as a Resend Notification button for updates to appointments, a Start button for Video Visits, and a Cancel Appointment button. Traditional and Telephone appointments cannot be managed from VCM.

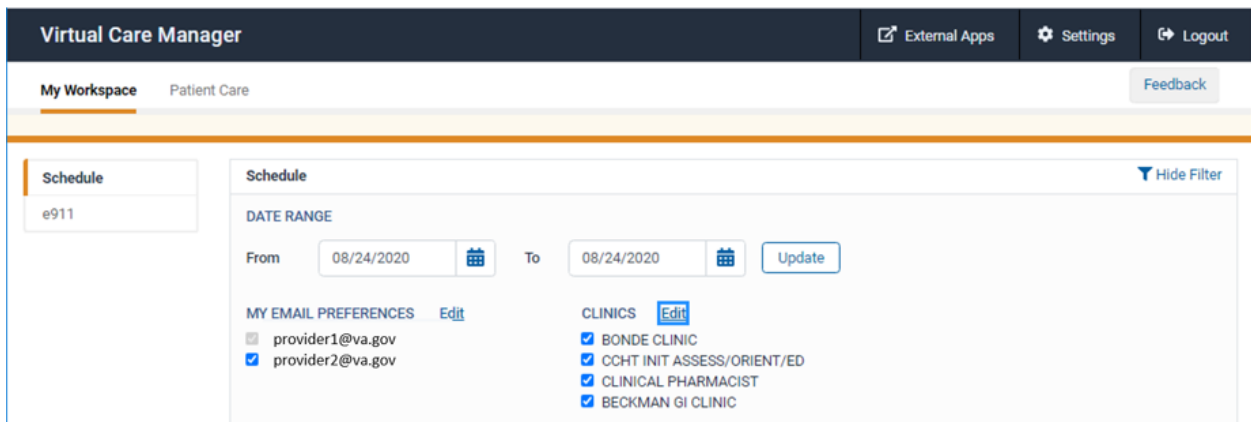
6.1.3 Create New Video Visit for a Single Veteran (Email Only)

Patients not in the current Vista cannot be located via Patient Search on the Patient Care tab. This means that to make an appointment for them, you will go to the My Workspace tab instead.

To create a new appointment for a Single Veteran (Email Only):



1. On the My Workspace tab, select **Schedule** from the menu on the left.



2. Select the **Create Video Visit** button.

Create Video Visit

VIDEO VISIT INFORMATION

* Select type of Video Visit:

☒ Single Veteran
 ☐ Group

* I, VA Provider, will be leading this video visit:

☒ Yes
 ☐ No

MY INFORMATION

* Email for Appointment Notifications:

Provider1@va.gov

Provider's Cell Phone for Text Reminders:

(000) 000-0000

Not shared with patients

APPOINTMENT DATE & TIME

* Date:

08/24/2020

* Time (MST):

14 : 30

Cancel

Create Video Visit

- Maintain the default selection of **Single Veteran (Email Only)** in the Type of Video Visit field.
- Indicate who is creating the appointment. The visit information form will default to the **Yes** radio-button, meaning the appointment is for you, the provider.

Note: If you are not the provider, you will choose the **No** radio-button in this step, to create the appointment for someone else. Follow the **Steps 2a-d** in *Section 5.2.2 Create New Video Visit*, for images and instructions for creating a video visit on behalf of another healthcare provider.

- Set the date, time, and duration of the appointment.
- To add a patient to the appointment, you can either search for the patient, or add their information manually. If the patient is in the VistA facility patient list, you can Search for the Patient by name or SSN. The patient's name will pre-fill. If the patient has preferences from a previous appointment, the email and phone will also pre-fill.

Create Video Visit

* Duration:

20 minutes

VETERAN MEETING PARTICIPANT

☒ Search ☐ Add Manually

Search:

zztest p

ZZTEST, TEMPLINK

ZZTESTTWOCCT, MPITWO

ZZTESTTWOJMH, MPITWO

ZZTESTTWORJM, MPITWO

ZZTESTTWOSJT, MPITWO

ADD VETERAN MANUALLY...

Enter comments here ...

Cancel

Create Video Visit

7. If the patient is not found in the search, you can select Add Veteran Manually

Create Video Visit

☒ Search ☐ Add Manually

Search:

Search Patient by Name or SSN...

* Email:

smith@example.gov

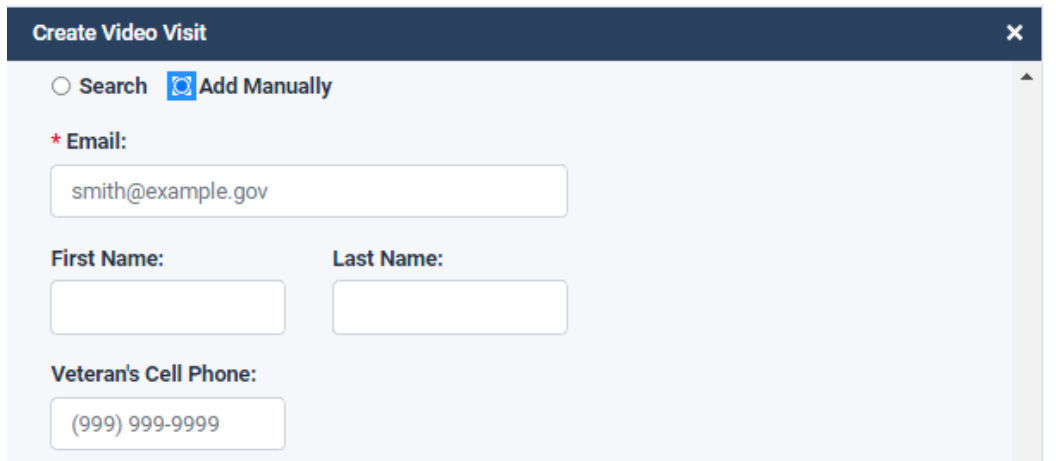
First Name:

Last Name:

Veteran's Cell Phone:

(999) 999-9999

- If you know the patient is not in the VistA facility, select to Add Manually directly by selecting the radio button, and then enter the patient information.



The 'Create Video Visit' modal form contains the following fields and options:

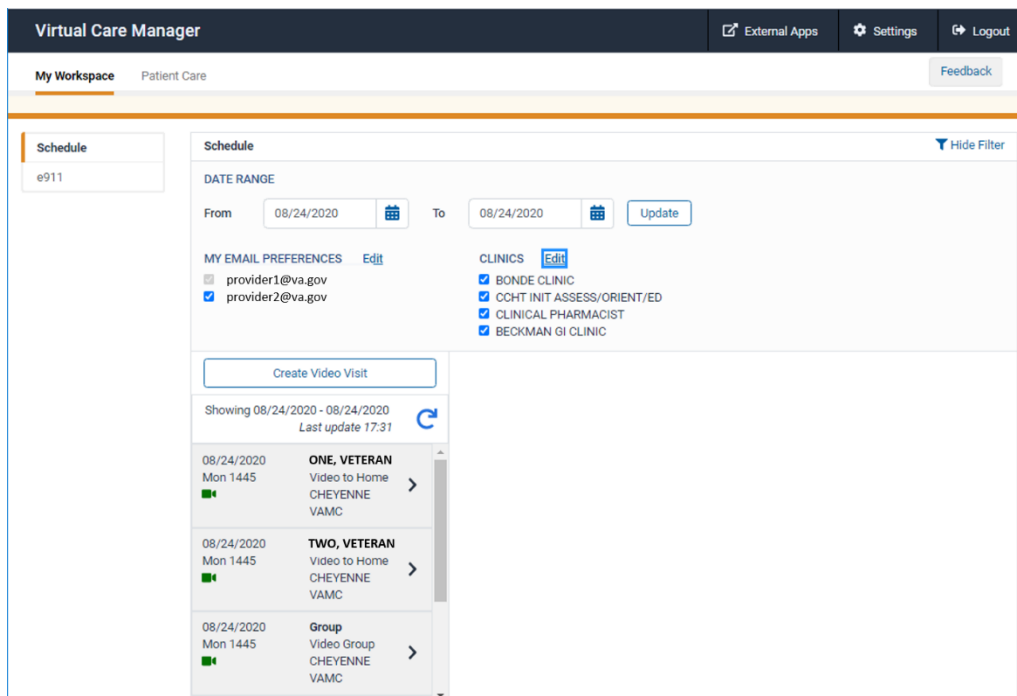
- Search** (radio button) and **Add Manually** (radio button, selected)
- * Email:** Input field containing 'smith@example.gov'
- First Name:** Input field
- Last Name:** Input field
- Veteran's Cell Phone:** Input field containing '(999) 999-9999'

- Once all required appointment details have been added, select the **Create Video Visit** button to complete scheduling.

6.1.4 Create New Group Video Visit

To create a new Group Video Visit appointment:

- On the My Workspace tab, select **Schedule** from the menu on the left. The default viewing pane will display a single-day range for scheduled appointments.



The 'Virtual Care Manager' interface shows the 'Schedule' view with the following details:

- Header:** Virtual Care Manager, External Apps, Settings, Logout
- My Workspace:** Patient Care, Feedback
- Schedule Sidebar:** Schedule, e911
- DATE RANGE:** From 08/24/2020 To 08/24/2020, Update
- MY EMAIL PREFERENCES:** provider1@va.gov, provider2@va.gov (checked)
- CLINICS:** BONDE CLINIC, CCHT INIT ASSESS/ORIENT/ED, CLINICAL PHARMACIST, BECKMAN GI CLINIC (all checked)
- Create Video Visit** button
- Showing:** 08/24/2020 - 08/24/2020, Last update 17:31
- Appointment List:**
 - 08/24/2020 Mon 1445: **ONE, VETERAN** Video to Home CHEYENNE VAMC
 - 08/24/2020 Mon 1445: **TWO, VETERAN** Video to Home CHEYENNE VAMC
 - 08/24/2020 Mon 1445: **Group** Video Group CHEYENNE VAMC

- Select the **Create Video Visit** button, and the entry form modal will appear.

Create Video Visit

✕

* Required field

VIDEO VISIT INFORMATION

* Select type of Video Visit:

☐ Single Veteran
 ☒ Group

* I, VA Provider, will be leading this video visit:

☒ Yes
 ☐ No

MY INFORMATION

* Email for Appointment Notifications:

Provider1@va.gov

Provider's Cell Phone for Text Reminders:

(000) 000-0000

Not shared with patients

APPOINTMENT DATE & TIME

* Date:

08/24/2020

* Time (MST):

14 : 45

Cancel

Create Video Visit

3. Select the **Group Video** radio-button in the Type of Video Visit field.
4. Indicate who is creating the appointment. The visit information form will default to the **Yes** radio-button, meaning the appointment is for you, the provider.

Note: If you are not the provider, you will choose the **No** radio-button in this step, to create the appointment for someone else. Follow the **Steps 2a-d** in *Section 5.2.2 Create New Video Visit*, for images and instructions for creating a group video visit on behalf of another healthcare provider.

5. Add or verify your contact information.

APPOINTMENT DATE & TIME

* Date:

03/29/2020

* Time (MST):

22 : 30

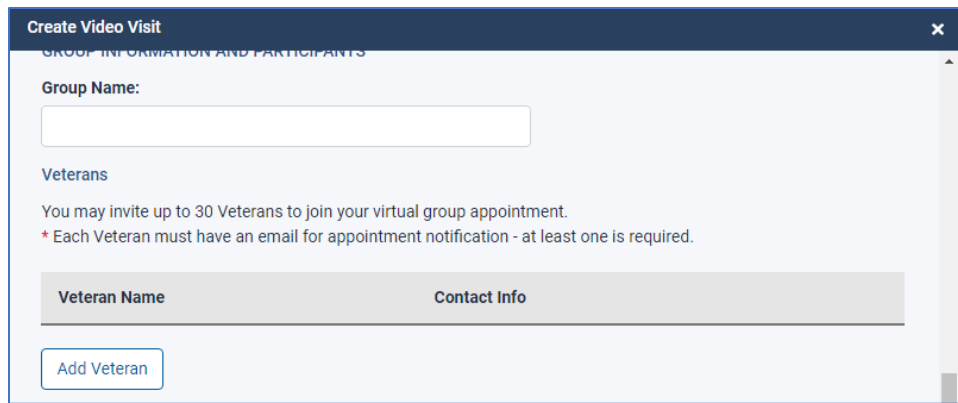
* Duration:

20 minutes

GROUP INFORMATION AND PARTICIPANTS

Group Name:

6. Set the date, time, and duration of the appointment.
7. Create a group by adding the Group Name.



Create Video Visit

GROUP INFORMATION AND PARTICIPANTS

Group Name:

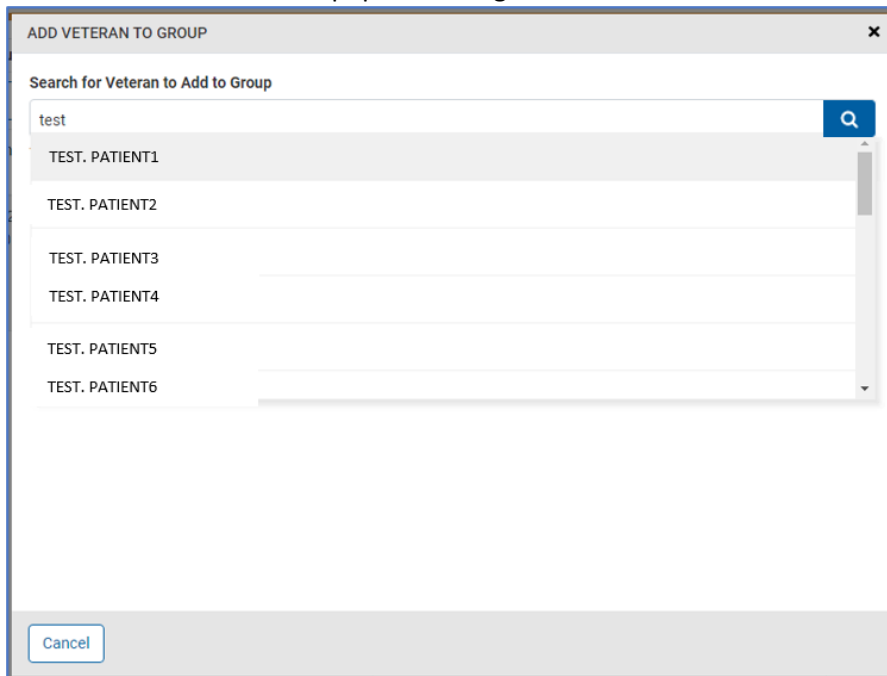
Veterans

You may invite up to 30 Veterans to join your virtual group appointment.
* Each Veteran must have an email for appointment notification - at least one is required.

| Veteran Name | Contact Info |
|--------------|--------------|
|--------------|--------------|

Add Veteran

- Establish the group membership by selecting the **Add Veteran** button to reveal the search field.
- Begin typing all or part of the **patient's last name** or **Social Security Number (SSN)** (SSN search with or without dashes, OR the "Last Init + SSN Last 4" (e.g., S1234)) in the search field. A drop-down selection list will populate using that criteria.



ADD VETERAN TO GROUP

Search for Veteran to Add to Group

test

TEST. PATIENT1

TEST. PATIENT2

TEST. PATIENT3

TEST. PATIENT4

TEST. PATIENT5

TEST. PATIENT6

Cancel

- Scroll to search through the results and make a choice or enter more characters to refine the options available. Choose the patient from the list to add them to the group.

ADD VETERAN TO GROUP

Search for Veteran to Add to Group

Search Patient by Name or SSN...

You may add up to 30

ADD VETERAN

Last Name: ZTWO Gender: F
First Name: JETERAN Location: Not Currently Admitted
Date of Birth: 00/00/0000 SSN: 000-00-0000
Age: 81

* Email:
smith@example.com

Phone:
(999) 999-9999

Cancel Add Veteran

Cancel

11. In the Add Veteran modal, verify the patient information appears as intended. Provide an Email and contact Phone number.

ADD VETERAN TO GROUP

Search for Veteran to Add to Group

Search Patient by Name or SSN...

You may add up to 30

ADD VETERAN

Last Name: ZTWO Gender: F
First Name: JETERAN Location: Not Currently Admitted
Date of Birth: 00/00/0000 SSN: 000-00-0000
Age: 81

* Email:
veteran2@email.000

Phone:
(999) 999-9999

Cancel Add Veteran

Cancel

12. Modify the patient email by selecting the **Edit Email** button.

ADD VETERAN TO GROUP

Search for Veteran to Add to Group

Search Patient by Name

You may add up to 30 Veterans to this group.

ADD VETERAN

Last Name: TWO Gender: M
 First Name: VETERAN Location: Not Currently Admitted
 Date of Birth: 00/00/0000 SSN: 000-00-0000
 Age: 48

* Email:
 patient.zztest@email.com

Enter new email for this appointment:
 veteran2@email.000 v

☐ Update email of record for future Video Visits

Phone:
 (888) 888-8888

Cancel Add Veteran

13. If the email being modified for this group appointment is only needed one time, proceed with adding them to the group by selecting the **Add Veteran** button. Otherwise, select the checkbox to **Update email of record for future Video Visits**, if this will be the preferred method of contact going forward.

Create Video Visit

Veterans

You may invite up to 30 Veterans to join your virtual group appointment.
 * Each Veteran must have an email for appointment notification - at least one is required.

| Veteran Name | Contact Info | |
|---|--------------------------------------|---|
| ONE, VETERAN 01/01/1900 (45 yo) | veteran1@email.ooo | ✕ |
| TWO, VETERAN 01/01/1900 (56 yo) | veteran2@email.ooo | ✕ |
| THREE, VETERAN 01/01/1900 (67 yo) | veteran3@email.ooo (000) 000-0000 | ✕ |

Add Veteran

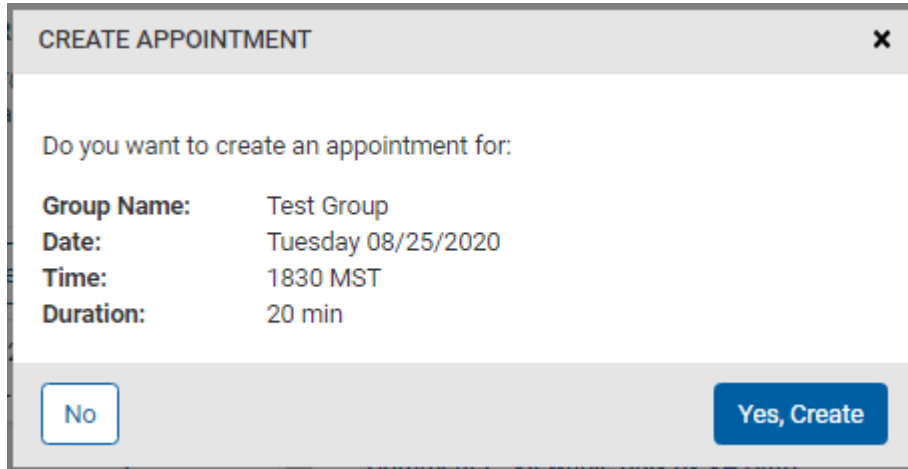
VA Staff #1

Email:
 smith@example.com ✕

Add Another VA Staff

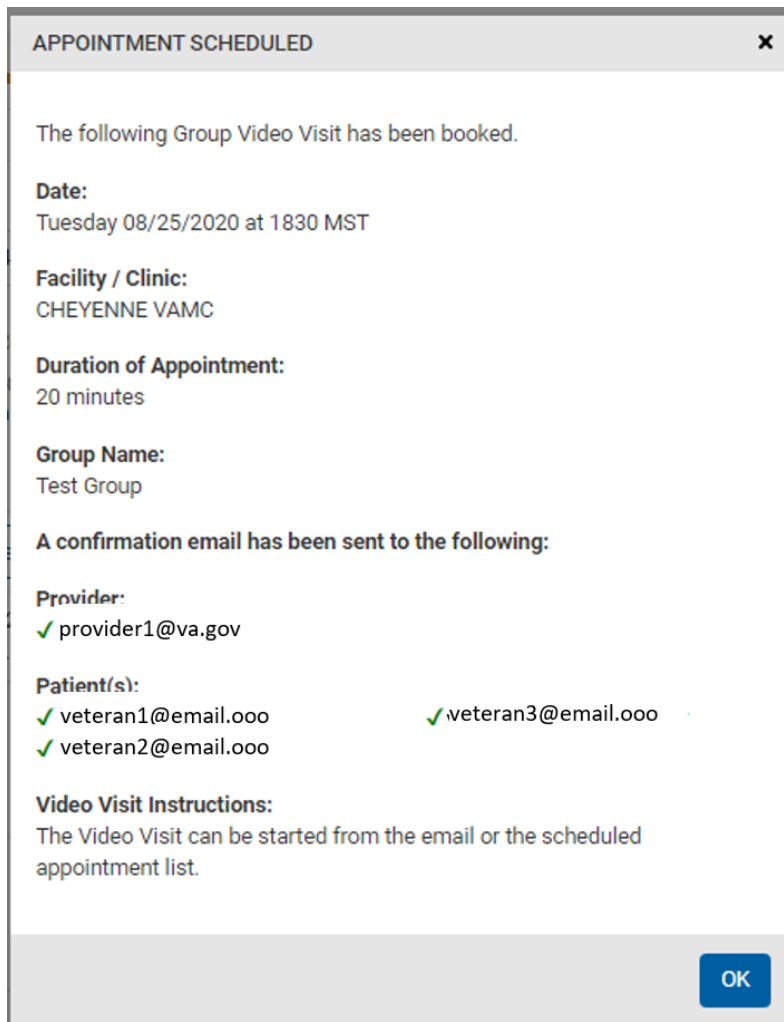
Cancel Create Video Visit

14. Select the **Create Video Visit** button to create a new appointment for the group displayed.



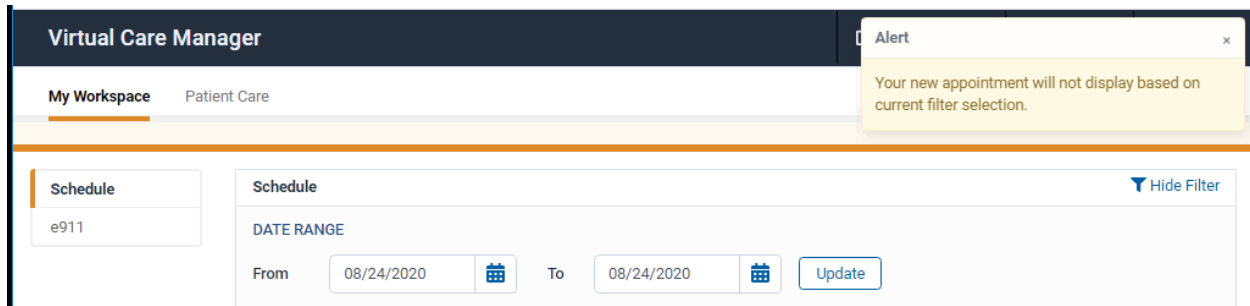
A modal window titled "CREATE APPOINTMENT" with a close button (X) in the top right corner. The text inside asks, "Do you want to create an appointment for:". Below this, the following details are listed: "Group Name: Test Group", "Date: Tuesday 08/25/2020", "Time: 1830 MST", and "Duration: 20 min". At the bottom, there are two buttons: "No" on the left and "Yes, Create" on the right.

15. In the Create Appointment modal, confirm by selecting the **Yes, Create** button. The appointment confirmation modal will display.



A modal window titled "APPOINTMENT SCHEDULED" with a close button (X) in the top right corner. The text inside states, "The following Group Video Visit has been booked." followed by the following details: "Date: Tuesday 08/25/2020 at 1830 MST", "Facility / Clinic: CHEYENNE VAMC", "Duration of Appointment: 20 minutes", and "Group Name: Test Group". Below this, it says "A confirmation email has been sent to the following:". Under "Provider:", there is a checkmark and "provider1@va.gov". Under "Patient(s):", there are checkmarks and "veteran1@email.ooo", "veteran2@email.ooo", and "veteran3@email.ooo". At the bottom, under "Video Visit Instructions:", it says "The Video Visit can be started from the email or the scheduled appointment list." and there is an "OK" button in the bottom right corner.

If the date of the Video Visit just created is outside the currently filtered Date Range, an alert toast displays at the top right of the page.



6.2 Managing Group Participant List

The group appointment video visit summary view provides the choices to Add Veterans to the group appointment, or to Resend Appointment Invitations to attendees.

Video Visit Details

Group Appointment - Test Group

APPOINTMENT DETAILS

Date:

Wednesday, April 01, 2020 at 1130 EST

Facility:

CHEYENNE VAMC

Clinic:

Provider:

VA Provider :

Duration:

20 minutes

Appt Type:

Telehealth Group Video

Other VA Staff:

VETERAN CONTACT INFORMATION

3 Veterans are invited in this appointment.

| Veteran Name | Contact Info | |
|--------------------------------------|--------------------------------------|--|
| ONE, VETERAN 01/01/1900 (45 yo) | veteran1@email.ooo | |
| TWO, VETERAN 01/01/1900 (56 yo) | veteran2@email.ooo | |
| THREE, VETERAN 01/01/1900 (67 yo) | veteran3@email.ooo (000) 000-0000 | |

Add Veteran

Resend Invite/Edit Email

COMMENT

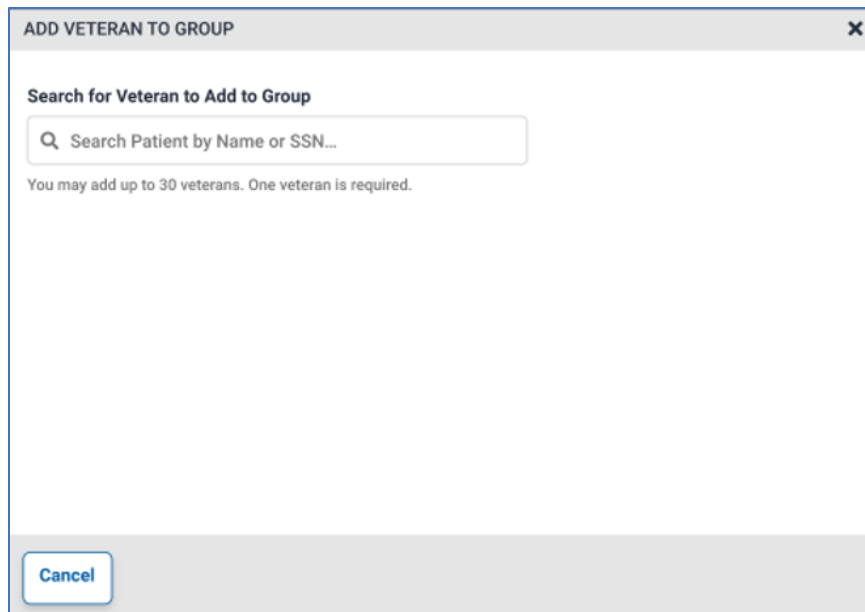
Create Additional Appointment for this Group?

Create Additional Appointment

Cancel Appointment

Start Video Visit

1. Select the **Add Veteran** button to access the patient search form.
2. Begin typing all or part of the **patient's last name** or **Social Security Number (SSN)** (SSN search with or without dashes, OR the "Last Init + SSN Last 4" (e.g., S1234)) in the search field.



ADD VETERAN TO GROUP

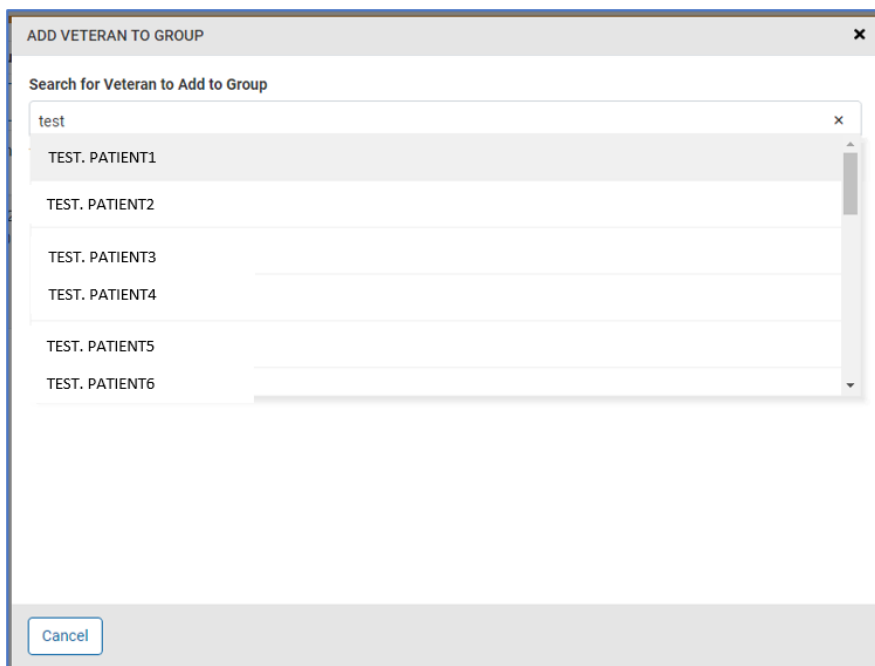
Search for Veteran to Add to Group

Search Patient by Name or SSN...

You may add up to 30 veterans. One veteran is required.

Cancel

3. A drop-down menu will appear, generated by the characters typed in the search field. Enter more characters to narrow the search.



ADD VETERAN TO GROUP

Search for Veteran to Add to Group

test

TEST. PATIENT1

TEST. PATIENT2

TEST. PATIENT3

TEST. PATIENT4

TEST. PATIENT5

TEST. PATIENT6

Cancel

4. Scroll through the results to find the name, select it, and then select the **Update Group** button to view the Add Veteran contact information modal.

ADD VETERAN TO GROUP

Search for Veteran to Add to Group

Search Patient by Name or SSN...

You may add up to 30

ADD VETERAN

Last Name: TWOW Gender: F
 First Name: IVETERAN Location: Not Currently Admitted
 Date of Birth: 00/00/0000 SSN: 000-00-0000
 Age: 81

* Email:
 veteran2@email.000

Phone:
 (999) 999-9999

Cancel Add Veteran

Cancel

5. Add, verify, or adjust contact information as needed, then select the **Add Veteran** button to add the Veteran to the appointment. The name will be added to the list on the appointment details screen.

Video Visit Details

Group Appointment - Test Group

APPOINTMENT DETAILS

Date: Wednesday, April 01, 2020 at 1130 EST
 Facility: CHEYENNE VAMC
 Clinic:
 Provider: PROVIDER ONE
 Duration: 20 minutes
 Appt Type: Telehealth Group Video
 Other VA Staff:

VETERAN CONTACT INFORMATION

3 Veterans are invited in this appointment.

| Veteran Name | Contact Info |
|---|--------------------------------------|
| ONE, VETERAN 01/01/1900 (45 yo) | veteran1@email.000 |
| TWO, VETERAN 01/01/1900 (56 yo) | veteran2@email.000 |
| THREE, VETERAN 01/01/1900 (67 yo) | veteran3@email.000 (000) 000-0000 |

Add Veteran Resend Invite/Edit Email

6.3 Guests

When creating a Video Visit for an email-only Veteran, Guests can be invited to participate. Guests are not supported for Group Video Visits. The Guest email is required. First and Last Name are optional.

Invited Guests will receive an email Notification of the Video Visit Notification and will join the Video Visit in a Guest role. Up to 5 Guests can be invited.

The screenshot displays two panels for managing guests. The top panel, titled 'Guest(s)', contains a single 'Add Guest' button. The bottom panel, also titled 'Guest(s)', shows a form for 'Guest #1'. This form includes an 'Email:' label followed by a text input field containing 'smith@example.com' and a close icon (X). Below the email field are two side-by-side text input fields labeled 'First Name:' and 'Last Name:'. At the bottom of the form is an 'Add Additional Guest' button.

6.4 VA Staff

When creating a Video Visit for an email-only Veteran or a Group, additional VA Staff can be invited to participate. Additional VA Staff will receive an email Notification and will join the Video Visit in a Host role. Up to 5 Additional VA Staff can be invited.

The screenshot displays two panels for managing VA staff. The top panel, titled 'VA Staff', contains a single 'Add Additional VA Staff' button. The bottom panel, also titled 'VA Staff', shows a form for 'VA Staff #1'. This form includes an 'Email:' label followed by a text input field containing 'smith@example.com' and a close icon (X). Below the email field is an 'Add Additional VA Staff' button.

6.4.1 Details View

On the group appointment details view, multiple group visit management choices are available, which allow you to manage appointment attendance, notifications for attendees, future appointments with the same group, and the ability to start the video visit appointment.

Video Visit Details

Group Appointment - Test Group

APPOINTMENT DETAILS

Date: Wednesday, April 01, 2020 at 1130 EST
 Facility: CHEYENNE VAMC
 Clinic:
 Provider: PROVIDER ONE
 Duration: 20 minutes
 Appt Type: Telehealth Group Video
 Other VA Staff:

VETERAN CONTACT INFORMATION

3 Veterans are invited in this appointment.

| Veteran Name | Contact Info | |
|---|--------------------------------------|--|
| ONE, VETERAN 01/01/1900 (45 yo) | veteran1@email.ooo | |
| TWO, VETERAN 01/01/1900 (56 yo) | veteran2@email.ooo | |
| THREE, VETERAN 01/01/1900 (67 yo) | veteran3@email.ooo (000) 000-0000 | |

6.4.2 Copy Appointment (Create Additional Appointment)

To create a new appointment based on an existing group:

COMMENT

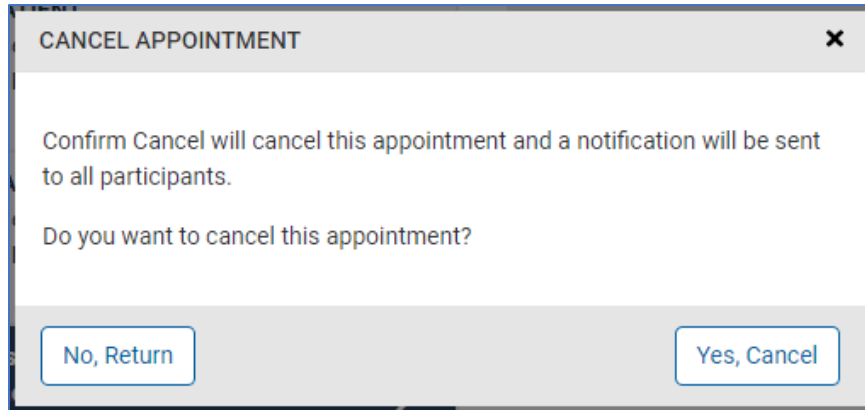
Create Additional Appointment for this Group?

1. While on an appointment details screen for the group, select the **Create Additional Appointment** button toward the bottom of the screen, to copy the attendance of the meeting into a new appointment.
2. Follow the steps in Section 4.1.3 *Create New Group Video Visit*.

6.4.3 Cancel Appointment

To cancel a group appointment:

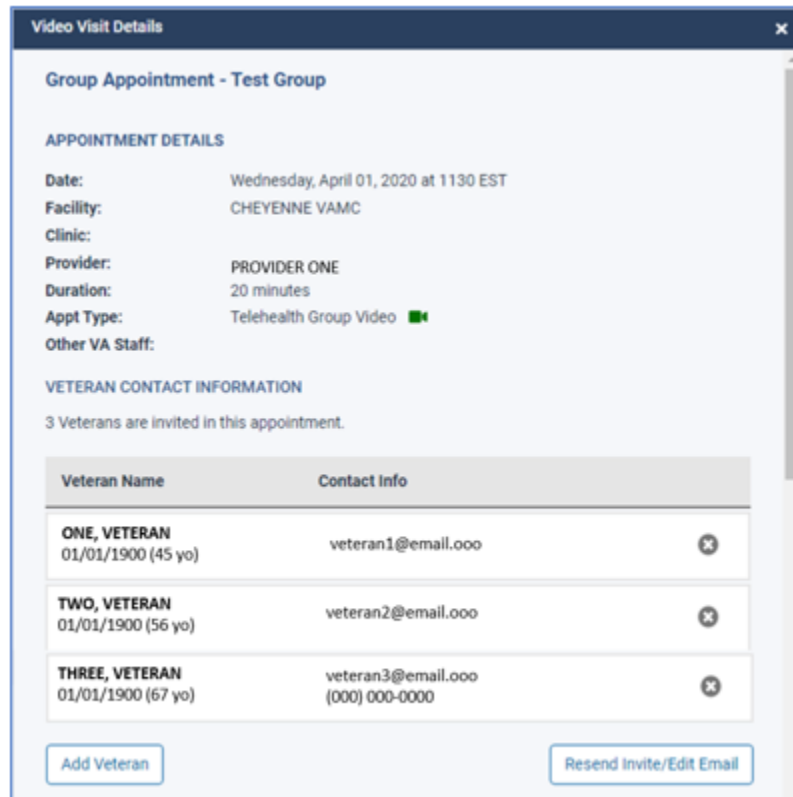
3. While on the details screen for the appointment, select the **Cancel** button at the bottom of the screen.
4. A confirmation modal will appear, giving you the opportunity to stop the cancelation before proceeding. Select the **Yes, Continue** button to proceed.



6.4.4 Resend Video Appointment Information

To resend an invitation for a group appointment, or to adjust the attendee contact information:

1. Access the Appointment Details view for a group appointment. (see Section 4.4.1 *Details View* for more information)



2. Select the **Resend Invite/Update Email** button below the participant list, for the Resend Video Appointment Information modal to appear.

RESEND VIDEO APPOINTMENT INFORMATION

SELECT PARTICIPANT(S) TO RESEND NOTIFICATION ☒ Select All

| | |
|---|------------|
| <input checked="" type="checkbox"/> ONE, VETERAN veteran1@email.ooo (000) 000-0000 | Edit Email |
| <input checked="" type="checkbox"/> TWO, VETERAN veteran2@email.ooo | Edit Email |
| <input checked="" type="checkbox"/> THREE, VETERAN veteran3@email.ooo (000) 000-0000 | Edit Email |

Cancel Send

3. Verify the names and emails displayed. Revise the contact information as needed by selecting the **Edit Email** button for the participant that needs to be modified. An editable field will appear below their contact information, for you to modify the email address.

Note: Any saved modifications to the email will automatically result in the generation of a new video visit access link going out to all attendees, regardless of whether their name has been checked. The new link ensures only the intended recipients have access to the appointment.

RESEND VIDEO APPOINTMENT INFORMATION

SELECT PARTICIPANT(S) TO RESEND NOTIFICATION ☒ Select All

| | |
|--|------------|
| <input checked="" type="checkbox"/> ONE, VETERAN veteran1@email.ooo (000) 000-0000 | Cancel |
| <p>* Enter new email for this appointment:</p> <input type="text" value="Veteran1@email.ooo"/> | |
| <p>Patient's Cell Phone for Notifications and Reminders:</p> <input type="text" value="(000) 000-0000"/> | |
| <p><input type="checkbox"/> Update email and phone of record for future Video Visits</p> | |
| <input checked="" type="checkbox"/> TWO, VETERAN veteran2@email.ooo | Edit Email |

Cancel Send

4. Below the email editing field, use the **Update email of record for future Video Visits** checkbox to verify whether the updated email should now become the default record for all future Video Visits for the participant.
5. Verify and adjust emails of other participants, if needed.

Schedule Manage Video Visit. The user can select the check box to resend to all veterans in the group.

RESEND VIDEO APPOINTMENT INFORMATION

SELECT PARTICIPANT(S) TO RESEND NOTIFICATION ☒ Select All

| | | |
|-------------------------------------|---|------------|
| <input checked="" type="checkbox"/> | ONE, VETERAN veteran1@email.ooo (000) 000-0000 | Edit Email |
| <input checked="" type="checkbox"/> | TWO, VETERAN veteran2@email.ooo | Edit Email |
| <input checked="" type="checkbox"/> | THREE, VETERAN veteran3@email.ooo (000) 000-0000 | Edit Email |

Cancel Send

6. Select the **Send** button once changes are complete, and all participants will receive a new, unique link to the group video visit appointment.

Note: If no changes were made to the contact information, only those participants with a selected checkbox will receive a resent notification, and it will include the same URL that originally went to the group.

6.4.5 Remove Group Video Visit Attendees

1. Revise the attendee list for a group video visit, by selecting the “X” on the right side of the name to remove it.

Video Visit Details

Group Appointment - Test Group

APPOINTMENT DETAILS

Date: Wednesday, April 01, 2020 at 1130 EST
 Facility: CHEYENNE VAMC
 Clinic:
 Provider: PROVIDER ONE
 Duration: 20 minutes
 Appt Type: Telehealth Group Video
 Other VA Staff:

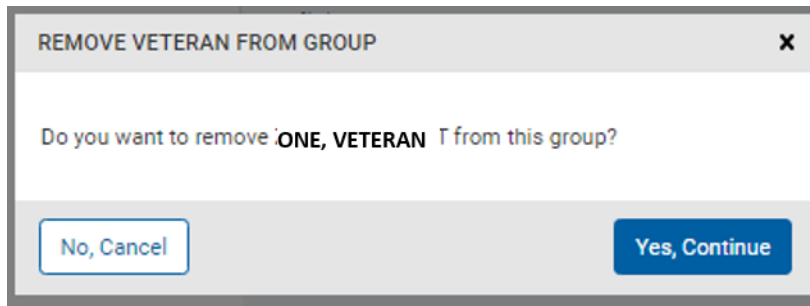
VETERAN CONTACT INFORMATION

3 Veterans are invited in this appointment.

| Veteran Name | Contact Info | |
|---|--------------------------------------|---|
| ONE, VETERAN 01/01/1900 (45 yo) | veteran1@email.ooo | X |
| TWO, VETERAN 01/01/1900 (56 yo) | veteran2@email.ooo | X |
| THREE, VETERAN 01/01/1900 (67 yo) | veteran3@email.ooo (000) 000-0000 | X |

Add Veteran Resend Invite/Edit Email

2. A confirmation modal will appear. Select the **Yes, Continue** button to complete removal of the participant.



REMOVE VETERAN FROM GROUP

Do you want to remove ONE, VETERAN T from this group?

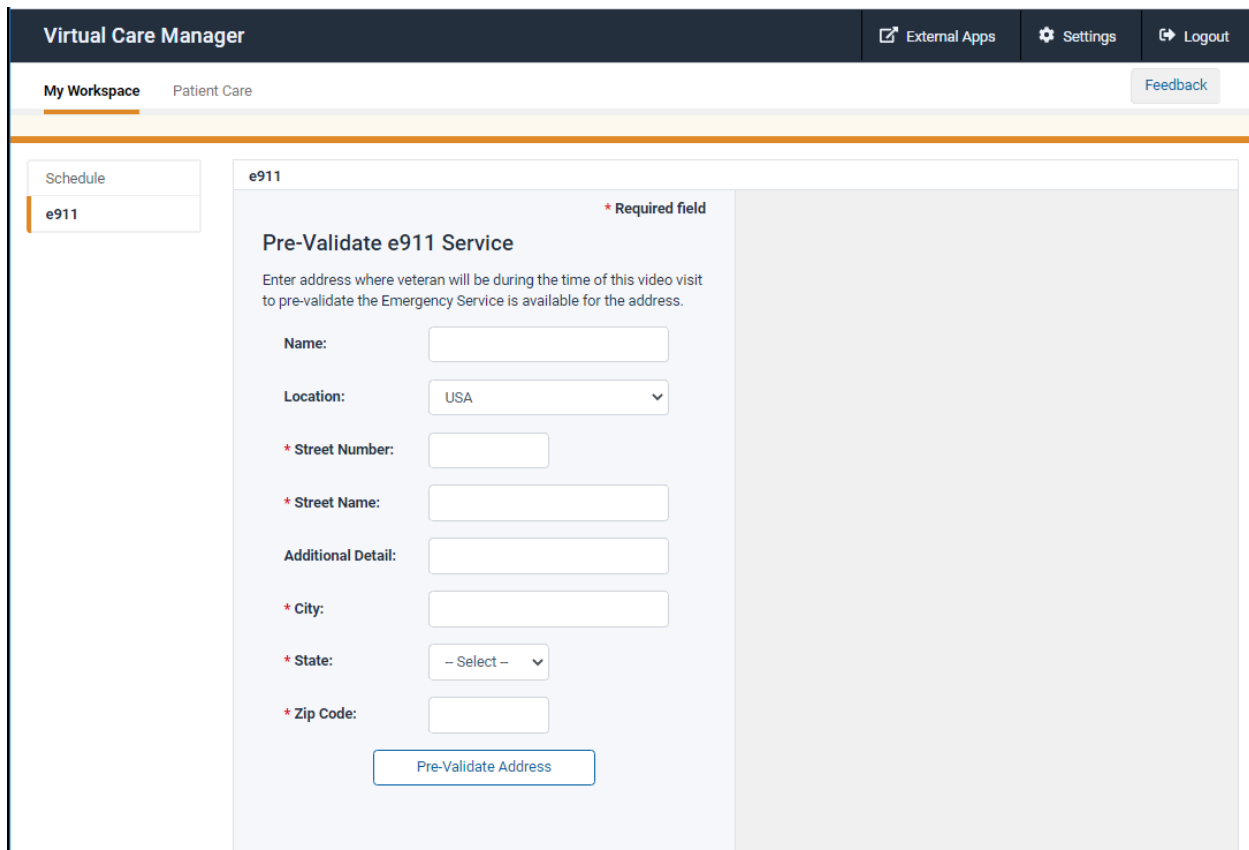
No, Cancel Yes, Continue

6.5 e911

The e911 feature in VCM provides a 24/7 service for:

- pre-validating whether 911 service is available at a patient's location during the time of the video visit
- obtaining a temporary phone number to dial, valid for 10 minutes for 911 at the pre-validated location
- in the continental United States, Hawaii, Alaska, Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa, Saipan, and the Northern Mariana Islands.

NOTE: Do not make test calls!



Virtual Care Manager

External Apps Settings Logout

My Workspace Patient Care Feedback

Schedule e911

e911

Pre-Validate e911 Service * Required field

Enter address where veteran will be during the time of this video visit to pre-validate the Emergency Service is available for the address.

Name:

Location:

* Street Number:

* Street Name:

Additional Detail:

* City:

* State:

* Zip Code:

Pre-Validate Address

Enter the location and address of the patient.

- Enter the patient's name.
- The default location is USA and other locations can be selected from the dropdown list, including American Samoa, Guam, Northern Mariana Islands, Saipan, and US Virgin Islands.
- Enter Street Number, Street Name, Additional Detail, City, State, and Zip Code.
- **Select Pre-validate Address** to validate if e911 is available

e911

* Required field

Pre-Validate e911 Service

Enter address where veteran will be during the time of this video visit to pre-validate the Emergency Service is available for the address.

Name:

Location:

* Street Number:

* Street Name:

Additional Detail:

* City:

* State:

* Zip Code:

Check if Address Validated for e911

If the address entered has 911 service, then a green check mark will appear stating:

“The address you entered has been validated for e911”

e911

Pre-Validate e911 Service

Enter address where veteran will be during the time of this video visit to pre-validate the Emergency Service is available for the address.

Patient Name:

Test Patient

Location:

USA

* Street Number:

000

* Street Name:

Maple Lane

Additional Detail:

* City:

Anytown

* State:

XX

* Zip Code:

20420

[Enter Different Address](#)

✓

The address you entered has been validated for e911.

* Required field

⚠ Emergency Use Only ⚠

Do not use Request Emergency Contact Number unless there is an Emergency.

You must enter your callback number before requesting Emergency Contact Numbers!

* Callback Phone Number:

[Request Emergency Contact Number](#)

Emergency Use of e911

In *** Callback Phone Number:** Type your own or clinic emergency must-answer 10-digit callback phone number (no extension). The callback number should be a phone number that a 911 operator can use to reach you, the VCM user.

e911

Pre-Validate e911 Service

Enter address where veteran will be during the time of this video visit to pre-validate the Emergency Service is available for the address.

Patient Name:

Test Patient

Location:

USA

* Street Number:

000

* Street Name:

Maple Lane

Additional Detail:

* City:

Anytown

* State:

XX

* Zip Code:

20420

[Enter Different Address](#)

✓

The address you entered has been validated for e911.

* Required field

⚠ Emergency Use Only ⚠

Do not use Request Emergency Contact Number unless there is an Emergency.

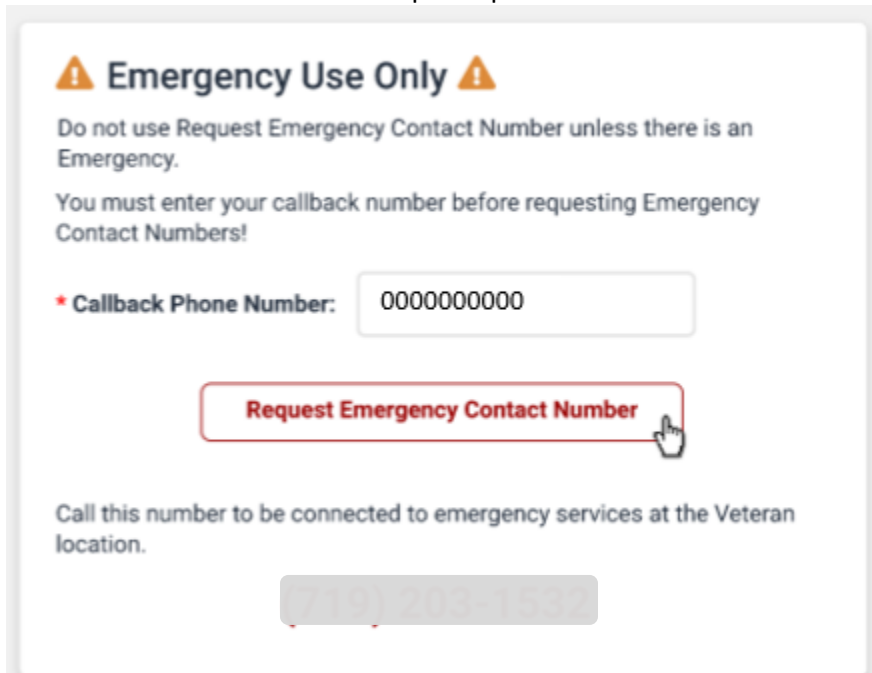
You must enter your callback number before requesting Emergency Contact Numbers!

* Callback Phone Number:

[Request Emergency Contact Number](#)

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Select **"Request Emergency Contact Number"** to receive a temporary phone number that is valid for 10 minutes to call 911 at the participant's location.



⚠ Emergency Use Only ⚠

Do not use Request Emergency Contact Number unless there is an Emergency.

You must enter your callback number before requesting Emergency Contact Numbers!

* Callback Phone Number:

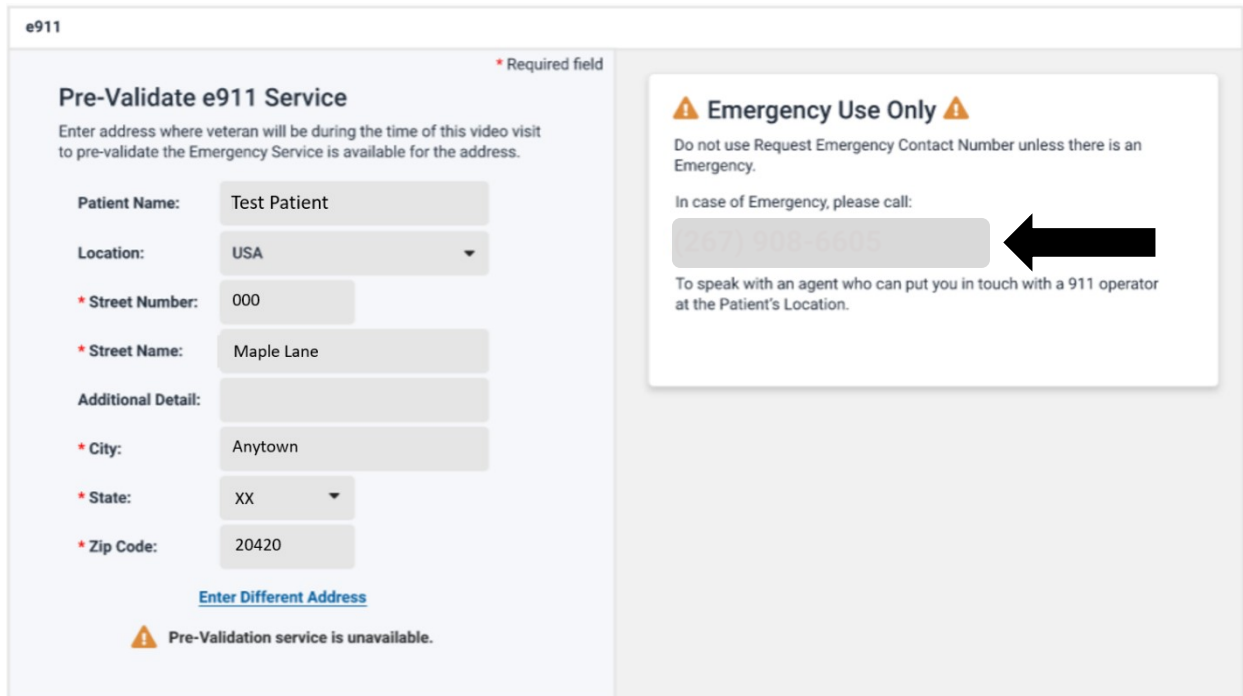
Request Emergency Contact Number

Call this number to be connected to emergency services at the Veteran location.

719) 203-1532

Using a landline telephone or mobile phone, call the phone number displayed to connect directly to 911

If address pre-validation is not available, when pre-validate is selected, a general emergency number displays. Call this number to reach 911 services that will contact 911 at the patient's location.



e911

* Required field

Pre-Validate e911 Service

Enter address where veteran will be during the time of this video visit to pre-validate the Emergency Service is available for the address.

Patient Name:

Location:

* Street Number:

* Street Name:

Additional Detail:

* City:

* State:

* Zip Code:

[Enter Different Address](#)

⚠ Pre-Validation service is unavailable.

⚠ Emergency Use Only ⚠

Do not use Request Emergency Contact Number unless there is an Emergency.

In case of Emergency, please call:

267) 908-6605

To speak with an agent who can put you in touch with a 911 operator at the Patient's Location.

After Calling e911

After calling e911, submit the following information

- report use of the VCM e911 relay services by following your local facility procedures, and to your Facility Telehealth Coordinator
- provide feedback about the VCM e911 feature, or for administrative questions, contact the Office of Connected Care Technology Help Desk.

Technical Support

Call the Office of Connected Care Help Desk at 866-651-3180 or 703-234-4483, 24 hours a day, seven days a week, or email them at: VHA_OCCHD@va.gov

Additional Resources

Further information and guidance are available in the following documents

[Virtual Care Manager App Store](#)

[VA Telehealth Services Intranet Site for Virtual Care Manager](#)